

# Yona Michael Akili

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## Professional Summary

A dedicated Property and Facilities Management professional with a strong passion for building and sustaining long-term relationships with stakeholders. Committed to continuous learning and fostering a positive, productive working environment.

## Education

- Ardhi University** 2024  
Bachelor of Science in Property and Facilities Management  
Dissertation Title: An Assessment of Restroom Adequacy for Ardhi University Built Environment
- Milpark Education** 2016  
Higher Diploma in Banking
- Tanzania Institute of Bankers** 2024  
Certified Professional Banking  
Successfully completed exams - awaiting graduation

## Experience

- Proper Consult Limited** July 2023 - September 2023  
Property Management Trainee
  - Coordinated rent collection, maintenance scheduling, and site inspections
  - Processed vendor payments in line with contract agreements and procurement workflows
  - Evaluated service provider performance and ensured compliance with standards
  - Supported facility security oversight and contractor compliance
- Tanzania Building Agency** July 2022 - September 2022  
Estate Officer Trainee
  - Assisted with property maintenance coordination and tenant engagement
  - Drafted lease agreements and managed utility and service billing
  - Participated in risk and safety inspections for government facilities
- National Housing Corporation** July 2021 - September 2021  
Estate Officer Trainee
  - Responded to tenant maintenance requests and monitored service delivery
  - Handled lease documentation and followed up on rent payments
  - Contributed to cleanliness and facility readiness assessments
- PCCI Tanzania** October 2019 - September 2020  
Customer Service Agent
  - Addressed customer inquiries and ensured timely resolution of mobile service issues - Conducted KYC verifications and promoted digital financial services
  - Fostered positive customer relationships and provided service updates

## Skills

- Effective communicator with internal teams and external stakeholders
- Strong record-keeping and documentation capabilities
- Strict adherence to operational procedures and regulatory guidelines
- Experienced in managing building maintenance and upkeep
- Skilled in handling contracts and vendor agreements

- Proficient in Microsoft Word and Excel for assessments, communications, and data access
- Timely processing of rent payments and utility bills
- Prompt resolution of occupants and landlord inquiries

### **Professional Affiliation**

- Tanzania Institute of Bankers

### **Languages**

- Kiswahili
- English

### **Reference**

- **Dr. Maulid Banyani - Ardhi University**  
Lecturer  
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- **Anna Mejala - Proper Consult Limited**  
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- **Sohf Magongo - PCCI Tanzania**  
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